

Serial No.: 09/883,779
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Proposed Claim Amendments

The following is a listing of all proposed claim amendments in response to the outstanding Office Action in the above case mailed on July 5, 2007.

1-31. (Cancelled)

32. (Currently Amended) The method of claim 31 38, and further comprising the additional step of creating a GIS map on the user specified request.

33. (Currently Amended) The method of claim 34 38, and further comprising the additional step of filtering asset information based on the user specified request.

34-36. (Cancelled)

37. (Currently Amended) The method of claim 34 38, and further comprising the additional step of filtering asset information transmitted to a particular user based on predetermined levels of access.

38. (Currently Amended) A method of generating service requests relating to a plurality of assets in a highly distributed enterprise to a plurality of service providers from a plurality of distributed asset sites, the method comprising:

providing a website hosted by at least one server computer in communication with a computer network, the website including a database containing asset information and service provider information, wherein the a physical condition of each of the plurality of assets is not determined based on the a physical location of the asset;
receiving a service request at the website for an asset;
automatically selecting an appropriate service provider based on the asset to be serviced; and
generating an electronic message to the appropriate service provider requesting service.

39. (Currently Amended) The method of claim 38, and further comprising the additional steps of creating a log listing service requests, and generating additional electronic messages to the service provider if no response has been forthcoming.

40. (Original) The method of claim 38, wherein the electronic message is an E-mail.

Serial No.: 09/883,779
Filing Date: June 18, 2001

41. **(Currently Amended)** The method of claim 40, and further comprising the additional step of attaching asset information onto the E-mail.

42. **(Currently Amended)** The method of claim 41, and further comprising the additional step of attaching a link to a web page onto the E-mail.

43. **(Currently Amended)** The method of claim 38, and further comprising the additional step of receiving a service report at the website from a service provider.

44. **(Currently Amended)** The method of claim 43, and further comprising the additional step of storing asset information in the service report under an appropriate factor.

45. **(Original)** The method of claim 38, wherein the service request is generated automatically by an asset interface through a client computer in communication with a computer network.

46-48. (Cancelled)

49. **(Previously Presented)** A system for managing a plurality of assets of a plurality of distributed enterprises and allowing a user to access asset information, the system comprising:

a central processor accessible on a computer network;

a database for storing asset information for the plurality of assets of the plurality processor, wherein each of the plurality of assets is a piece of equipment, and further wherein the asset information comprises information relating to ownership, maintenance and repair of the pieces of equipment;

a client processor in communication with the central processor through the computer network, wherein the client processor inputs, queries, and downloads asset information from the central processor; and

defined access levels programmed into the central processor, wherein access of the user to the asset information is determined based on the defined access levels and a user profile of the user,

wherein the central processor tracks information relevant to managing each of the plurality of assets.

Serial No.: 09/883,779
Filing Date: June 18, 2001

50. **(Previously Presented)** The system of claim 49, wherein the defined access levels are determined based on at least one of user attributes and user roles and rights.

51. **(Previously Presented)** The system of claim 50, wherein the user attributes are chosen from at least one of the group consisting of company of the user, position of the user in the company, and type of user.

52. **(Previously Presented)** The system of claim 49, wherein the access of the user to the asset information is chosen from at least one of the group consisting of access solely to asset information relating to assets at a particular site, access solely to asset information relating to assets of a particular type, access solely to asset information relating to assets for which the user has a service or maintenance contract, access solely to asset information relating to assets which are by a warranty, access solely to asset information relating to assets for which the user has a work order, access solely to asset information relating to asset costs, and access solely to asset information relating to asset usage.

53. **(Previously Presented)** A system of managing a plurality of assets of a plurality of distributed enterprises and allowing a user to access asset information, the system comprising:
a central processor accessible on a computer network;
a database for storing service provider information and asset information for the plurality of assets of the plurality of enterprises, the database being in communication with the central processor, wherein each of the plurality of assets is a piece of equipment, and further wherein the asset information comprises information relating to ownership, maintenance and repair of the pieces of equipment; and
a client processor in communication with the central processor through the computer network, wherein the client processor inputs, queries, and downloads asset information from the central processor,
wherein the central processor is configured to automatically identify an appropriate service provider for a particular asset based on the particular asset and the service provider information, and
wherein the central processor is configured to automatically alert the appropriate service provider of a service request.

54. **(Previously Presented)** The system of claim 53, wherein the client processor is configured to automatically alert the appropriate service provider via an e-mail.

Serial No.: 09/883,779
Filing Date: June 18, 2001

55. **(Previously Presented)** The system of claim 53, wherein the client processor is configured to automatically alert the appropriate service provider via an automated phone call.

56. **(Previously Presented)** The system of claim 53, wherein the client processor is configured to automatically alert the appropriate service provider via a text message.

57. **(Previously Presented)** The system of claim 53, wherein the client processor is further configured to automatically transmit a second alert to the appropriate service provider after a predetermined period of time.

58. **(Previously Presented)** The system of claim 53, wherein the client process is further configured to automatically transmit a second alert to another service provider after a predetermined period of time.

59. **(Currently Amended)** A system for managing a plurality of assets of a plurality of distributed enterprises and allowing a user to access asset information, the system comprising:
a central processor accessible on a computer network;
a database for storing service provider information and asset information for the plurality of assets of the plurality of enterprises, the database being in communication with the central processor, wherein each of the plurality of assets is a piece of equipment, and further wherein the asset information comprises information relating to ownership, maintenance and repair of the pieces of equipment;
a client processor in communication with the central processor through the computer network, wherein the client processor inputs, queries, and downloads asset information from the central processor; and
defined access levels programmed into the central processor, wherein access of ~~a service provider~~ the user to the asset information is determined based on the defined access levels and a profile of the ~~service provider~~ user,
wherein the central processor is configured to automatically identify an appropriate service provider for a particular asset based on the particular asset and the service provider information, and
wherein the central processor is configured to automatically alert the appropriate service provider of a service request.

Serial No.: 09/883,779
Filing Date: June 18, 2001

60. (New) The method of claim 38, wherein the automatically selecting an appropriate service provider further comprises automatically identifying the appropriate service provider based on the asset to be service and the service provider information.

61. (New) The method of claim 38, further comprising generating a second electronic message to the appropriate service provider after a predetermined period of time.

62. (New) The method of claim 61, further comprising generating a third electronic message to a second appropriate service provider after a predetermine period of time if the appropriate service provider does not respond.

63. (New) The system of claim 49, wherein the user profile specifies sites at which the user may access asset information.

64. (New) The system of claim 59, wherein the central processor is configured to generate a first electronic message to the appropriate service provider regarding the service request.

65. (New) The system of claim 64, wherein the central processor is configured to generate a second electronic message to the appropriate service provider after a predetermined period of time.

66. (New) The system of claim 65, wherein the central processor is configured to generate a third electronic message to a second appropriate service provider after a predetermined period of time if the appropriate service provider does not respond.

67. (New) The system of claim 59, wherein the central processor is programmed with code for calculating a total cost of ownership.

68. (New) The system of claim 59, wherein the defined access levels are determined based on at least one of user attributes and user roles and rights.

Serial No.: 09/883,779
Filing Date: June 18, 2001

69. (New) The system of claim 68, wherein the user attributes are chosen from at least one of the group consisting of company of the user, position of the user in the company, and type of user.

70. (New) The system of claim 59, wherein the access of the user to the asset information is chosen from at least one of the group consisting of access solely to asset information relating to assets at a particular site, access solely to asset information relating to assets of a particular type, access solely to asset information relating to assets for which the user has a service or maintenance contract, access solely to asset information relating to assets which are by a warranty, access solely to asset information relating to assets for which the user has a work order, access solely to asset information relating to asset costs, and access solely to asset information relating to asset usage.

71. (New) The system of claim 59, wherein the central processor is programmed with code for selectively filtering asset information based on the defined access levels and the user profile.

72. (New) The system of claim 59, wherein the user is an agent of the enterprise.

73. (New) The system of claim 59, wherein the user is a service provider.

74. (New) The system of claim 59, wherein the user is an equipment manufacturer.

75. (New) The system of claim 59, wherein the appropriate service provider is a third party service provider.

76. (New) The system of claim 59, wherein the client processor is configured to receive input relating to a service need and thereby generate a service request and transmit the service request to the central processor.

77. (New) The system of claim 76, wherein the input relating to a service need is provided by a user or an asset interface.

78. (New) A system for managing enterprise assets of a highly distributed enterprise, the system comprising:

a central processor accessible on a computer network;

Serial No.: 09/883,779
Filing Date: June 18, 2001

a database for storing asset information for a plurality of assets of a plurality of enterprise sites, the database being in communication with the central processor, wherein each of the plurality of assets is a piece of equipment;
a client processor in communication with the central processor through the computer network, wherein the client processor inputs, queries, and downloads asset information from the central processor; and
an asset interface in communication with the client processor, the asset interface configured to control a particular asset,
wherein the central processor is programmed with code for communicating with the asset interface through the client processor.

79. (New) The system of claim 78, wherein the asset interface communicates with the client processor through a wireless communication modality.

80. (New) The system of claim 78, wherein the asset information comprises information relating to ownership, maintenance, and repair of the pieces of equipment, and further wherein the central processor is programmed with code for calculating a total cost of ownership.

81. (New) The system of claim 78, wherein the central processor is programmed with code for generating a GIS map locating one of the pieces of equipment.

82. (New) The system of claim 78, wherein the client processor is a kiosk located at an enterprise site.

83. (New) The system of claim 78, wherein the central processor is programmed with code for utilizing a user profile, including securable attributes, to limit access to particular applications and to particular asset information.